

**Marlboro Township 311 Call Service  
Needs Assessment Survey 2008**

One of the action items on Mayor Hornik's *Plan for Progress in Marlboro* is to study the feasibility of providing 311 call service to the residents of Marlboro Township. The purpose of this survey is to get your opinions on the need for a 311 information service in Town that would be helpful to our residents in need of government information and non-emergency services.

**Remember .... your opinion is very important. Please take a moment to answer the following questions. Your Town appreciates your input.**

1. How long have you resided in Marlboro? Please check (✓) one  
  
less than 1 year      1 - 5 years      5 - 10 years      More than 10 years
  
2. Have you experienced difficulty in obtaining or accessing information concerning our municipal government?  
  
Yes                  No                  Unknown  
  
If yes,      Always                  Sometimes                  Rarely
  
3. Have you experienced difficulty in obtaining or accessing information concerning non-emergency municipal services?  
  
Yes                  No                  Unknown  
  
If yes,      Always                  Sometimes                  Rarely
  
4. Please indicate how you feel about the following statement:  
  
When I call the Township for information about the municipal government or non-emergency services, I promptly receive satisfactory answers to my questions.  
  
Strongly Disagree      Disagree      No Opinion      Agree      Strongly Agree
  
5. How important is a 311 call service to you as a resident?  
  
Not Important      No Opinion      Somewhat Important      Important      Very Important
  
6. What particular information have you had difficulty obtaining when you call the Township seeking information?

Please return the completed form at your earliest convenience to Mayor's Aide, Peggy Gamza  
Fax: (732) 536-9652 or Email: [pgamza@marlboro-nj.gov](mailto:pgamza@marlboro-nj.gov) or click on the button below to submit this form now.

Note that gMail and similar mail systems may not support the Submit function. Please print and fax the form or save this Survey and then attach to an email to [pgamza@marlboro-nj.gov](mailto:pgamza@marlboro-nj.gov)